

Message Text

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ORIGIN SCA-01

INFO OCT-01 ARA-14 ISO-00 /016 R

DRAFTED BY SCA:SHORSEY:CLA
APPROVED BY SCA:J. DE WITT
ARA/MGT - RGERSHENSON (SUBST)
-----042282 140344Z /23

R 131948Z JUL 77
FM SECSTATE WASHDC
TO AMEMBASSY CARACAS

UNCLAS STATE 163017

E.O. 11652: N/A

TAGS: CGEN

SUBJECT: CONSULAR ASSISTANCE TEAM

1. AS POST AWARE, DEPARTMENT HAS HAD REAL DIFFICULTY IN BEING OPTIMALLY RESPONSIVE TO MANY OF CAT/POST RECOMMENDATIONS. OUR SHORTCOMING WAS DUE TO LACK OF CENTRALIZED RESPONSIBILITY FOR FOLLOW-UP. WE HAVE NOW APPOINTED CAT COORDINATOR IN SCA AND HOPE THIS WILL OVERCOME NUMBER OF COORDINATING PROBLEMS AND ANY FURTHER UNNECESSARY DELAY.

2. AS PART OF OUR EFFORT TO ASSESS PROGRESS TO DATE, WE HAVE COMPILED A LIST OF ITEMS WE BELIEVE STILL NOT COMPLETED. BY SEPARATE CABLE WE WILL PROVIDE YOU WITH STATUS REPORT ON ITEMS FOR WHICH DEPARTMENT IS RESPONSIBLE. WOULD APPRECIATE RECEIVING THE SAME FROM YOU ATTN SCA ASAP. WE AIM TOWARDS MONTHLY EXCHANGE OF SUCH STATUS REPORTS UNTIL ALL ACTION COMPLETED. IN YOUR RESPONSE PLEASE LIST ALL THE ITEMS AND INDICATE WHETHER YOU CONSIDER THEM DEPARTMENT OR POST RESPONSIBILITY; IF THE LATTER, THE REASON FOR DELAY AND DATE YOU ANTICIPATE COMPLETION. IF WE HAVE OVERLOOKED

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ANY ITEMS, PLEASE ADVISE.

3. LIST OF ITEMS:

1. COMPLETE THE RECONSTRUCTION OF THE GROUND FLOOR OF THE

ANNEX FOLLOWING THE PLAN AGREED UPON DURING THE FIRST VISIT OF THE CONSULAR ASSISTANCE TEAM. THIS INCLUDES A

NEW ENTRANCE ON THE END OF THE BUILDING THAT FACES THE STREET AND A COVERED PAVILION BETWEEN THE STREET AND THE ENTRANCE.

2. RENT PORTABLE TOILETS FOR THE USE OF THE APPLICANTS WAITING IN THE COVERED PAVILION DURING THE PEAK SEASON.

3. CONSTRUCT CLOSETS IN EACH UNIT TO ENABLE STAFF TO STORE PERSONAL APPAREL AND EQUIPMENT (COATS, PURSES, UMBRELLAS, ETC.).

4. IMPROVE THE RECEPTIONIST AREA BY:

A) PROVIDING RECEPTIONIST WITH TELEPHONE HEADSET AND A CALL DIRECTOR. REMOVE THE TELEPHONE INSTRUMENT.

B) INSTALLING OVERHEAD LIGHTING OR A HIGH QUALITY DESK LAMP.

C) ELIMINATING IV INQUIRY TELEPHONE CALLS TO THE RECEPTIONIST, AND

D) CONSTRUCT RECEPTIONIST BOOTH WITH ONE BANK TELLER STYLE WINDOW SO THAT ONLY ONE PERSON CAN ADDRESS THE RECEPTIONIST AT A TIME. THE PUBLIC SHOULD NOT BE PROVIDED ANY ARM REST OR COUNTER SPACE.

5. MOVE THE PUBLIC TELEPHONE IN THE CASHIER WAITING AREA TO A LOCATION OUTSIDE THE BUILDING.

6. IMPROVE THE LIGHTING IN ALL AREAS OF THE VISA UNIT BY REPLACEMENT OF BULBS IN THE CEILING FIXTURES AND/OR BY PROVIDING ADEQUATE DESK LAMPS.

7. INSTALL ELECTRICALLY CONTROLLED DOOR IN THE IV UNIT BETWEEN THE NEW COUNTER SPACE AND THE PRIVATE OFFICES.
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8. PROVIDE CLEARLY VISIBLE DIRECTIONAL AND INFORMATIONAL SIGNS THROUGHOUT THE PUBLIC AREAS. SAMPLE NIV APPLICATIONS, ENLARGED TO BE CLEARLY VISIBLE FROM A DISTANCE OF 15 FEET, SHOULD BE POSTED IN SEVERAL LOCATIONS IN THE NIV AREA.

9. BEGIN USING THE DOUBLE NUMBERED TICKET SYSTEM FOR CROWD AND PASSPORT CONTROL AS SOON AS THE INTERIOR OF THE NIV UNIT HAS BEEN CONSTRUCTED.

10. STOP HANDLING NIV INQUIRY TELEPHONE CALLS AT THE NIV WORK AREA BY REMOVING THE TELEPHONE FROM THE WORK STATION.

11. USE AN ANSWERING SERVICE DEVICE TO DISPENSE BASIC INFORMATION ABOUT NIV REQUIREMENTS, OFFICE HOURS, ETC.

12. MOVE CLASSIFIED VISA FILES TO THE VISA UNIT.

13. EXCEPT FOR SPECIAL CASES, DESTROY ALL NIV APPLICATIONS AFTER ONE YEAR.

14. NO LONGER ADD NAMES OF ACTIVE OR INACTIVE IV CASES TO THE AVLOS FILE.

15. COMPLY WITH THE DEPARTMENT'S INSTRUCTIONS ON VISA REFERRAL SYSTEMS TO BE SENT TO ALL POSTS IN THE VERY NEAR FUTURE.

16. USE THE INFORMAL REPLY SYSTEM FOR RESPONSES TO ROU-

TINE WRITTEN VISA INQUIRIES.

17. ELIMINATE THE USE OF ENVELOPES TO MAIL IV PACKETS.
ADDRESSES SHOULD BE TYPED DIRECTLY ON THE BACK OF FOLDED
AND STAPLED PACKETS AND MAILED.

18. MAKE THE MAXIMUM POSSIBLE USE OF H-PASS CABLES FOR
CONGRESSIONAL CORRESPONDENCE.

19. PROVIDE SOME FIRST AID FACILITY IN THE ANNEX BUILD-
ING TO ACCOMMODATE PERSONS WITH SUDDEN ILLNESSES OR
INJURIES.

20. ORDER WORD PROCESSING EQUIPMENT RECOMMENDED BY ARA/
MGT.

4. FUNDAMENTAL TO SUCCESS OF CAT'S IS IMMEDIATE, CON-
CRETE AND PRACTICAL ASSISTANCE PROVIDED TO POSTS. WE
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HOPE YOU WILL ASSIST US TO REALIZE THIS AND THEREBY PERMIT
A FAIR EVALUATION OF THE CAT CONCEPT AS A NEW MANAGEMENT
TOOL FOR IMPROVING CONSULAR OPERATIONS ABROAD. VANCE

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Sent Date: 13-Jul-1977 12:00:00 am
Decaption Date: 01-Jan-1960 12:00:00 am
Decaption Note:
Disposition Action: n/a
Disposition Approved on Date:
Disposition Case Number: n/a
Disposition Comment:
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Secure: OPEN
Status: NATIVE
Subject: CONSULAR ASSISTANCE TEAM
TAGS: CGEN
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